Zambia - Governance and Business Environment

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Overview

Identification

COUNTRY
Zambia

EVALUATION TITLE
Governance and Business Environment

EVALUATION TYPE
Independent Performance Evaluation

ID NUMBER
MCC-ZAMBIA-THRESHOLD-2009-v01

Version

VERSION DESCRIPTION
Raw data for internal use only

PRODUCTION DATE
2010

Overview

ABSTRACT
The MCC commissioned this ex post evaluation to provide an objective and rigorous assessment of the effectiveness and efficacy of ZTP activities. The evaluation team was asked to focus on whether activities were fully executed and resulted in intended, or unintended, outcomes; whether those results have proved sustainable; and to identify lessons learned. Data collection methodologies included key informant interviews, document review, and small-scale survey work.

EVALUATION METHODOLOGY
Ex-Post

KIND OF DATA
Sample survey data [ssd]

TOPICS

Topic	Vocabulary	URI
Capacity Building and Institutional Development	MCC Sector	

KEYWORDS
Anti-Corruption, Trade

Coverage

GEOGRAPHIC COVERAGE
National coverage

UNIVERSE
GRZ staff, implementing organizations and third-party donors

Producers and Sponsors

PRIMARY INVESTIGATOR(S)

Name	Affiliation
Erin Weiser	
Rema Balasundaram	

FUNDING

Name	Abbreviation	Role
Millennium Challenge Corporation	MCC	

Metadata Production

METADATA PRODUCED BY

Name	Abbreviation	Affiliation	Role
Millennium Challenge Corporation	MCC		Metadata Producer

DATE OF METADATA PRODUCTION
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DDI DOCUMENT VERSION
Version 1.1 (March 2014). This version uses an updated metadata template.

DDI DOCUMENT ID
DDI-MCC-ZMB-threshold-2009-v1.1

MCC Compact and Program

COMPACT OR THRESHOLD
Zambia Threshold

PROGRAM
The Zambia Threshold Country Program (ZTP) was the fifth threshold program initiated by the Millennium Challenge Corporation (MCC) and constituted a $22.74 million grant agreement commencing in July 2006 and finishing in February 2009. The overall goal of the ZTP was to combat administrative corruption (defined as the demand of monetary or in-kind payment in return for service delivery) and reduce administrative barriers to increased trade and investment as a means to improving Zambia's performance on the MCC's compact eligibility indicators.

MCC SECTOR
Capacity Building and Institutional Development (Cap Bldg & Inst Dev)

PROGRAM LOGIC
1. Combating corruption by strengthening the Anti-Corruption Commission (ACC) and improving transparency and efficiency in three pilot Government of Zambia entities- Ministry of Lands (Lands), Zambia Revenue Authority (ZRA) and the Immigration Department of the Ministry of Home Affairs (Immigration). Planned activities focused on creating watchdog units and public feedback mechanisms within the pilot institutions and undertaking targeted regulatory reform to reduce the number of steps and/or time to obtain certificates/permits. Implementation diverged from this plan in three primary aspects: watchdog units were replaced by Integrity Committees without investigation or discipline powers; attempts at regulatory reform were replaced with the creation of one stop shops (called customer service centers in Zambia) and the automation of procedures; and public feedback mechanisms within the pilot institutions were replaced by a call center operated by one of the participating NGOs, Transparency International Zambia (TIZ); 2. Reduce the complexity of business licensing and create a one-stop investor shop. The ZTP sought to operationalize the Zambia Development Agency (ZDA) - a legally mandated but not yet created one-stop shop for investors, exporters, and businesses which merged five previously existing agencies. In addition, three regional offices of the Patent and Company Registration Office (PACRO), the business registration authority, were to be opened to allow business owners in regional capitals to formalize without travelling to Lusaka. Related to these efforts, business and investor licensing and registration was to be streamlined and automated. There was some divergence from the original plan, notably the creation of a PACRO customer service center in Lusaka as well as the three regional offices and the inclusion of support to ZRA's existing customer service center handling VAT registration; and 3. Improve the transparency and efficiency of border management of trade by piloting a unified management system at two border stations: Chirundu (land border) and Lusaka International Airport. Capacity building for ZRA, the Plant Quarantine and Phytosanitary

Services (PQPS) and Zambia Bureau of Standards (ZABS) was intended to modernize operations (including automation), reduce corruption, and speed transit times of goods. In implementation, construction delays meant that the Chirundu border was replaced by the Lusaka Port as the second pilot site.

PROGRAM PARTICIPANTS

National coverage

Sampling

Study Population

GRZ staff, implementing organizations and third-party donors

Sampling Procedure

Baseline Survey: Face-to-Face interviews of recent clients identified from lists provided by the agency.

Evaluation Survey: Randomly selected through an exit survey at each of the relevant customer service centers; CACP interviews were from a list provided by ZRA.

Deviations from Sample Design

The survey instruments and contact information of the surveyed firms was not included in the final report, making it impossible to conduct follow-up evaluations using the same methodology. For these reasons, it was not possible to replicate the baseline instrument for use in the evaluation, although questions were included on similar topics including time to receive completed certifications, perceptions relating to corruption, etc.

Questionnaires

Overview

1. Immigration Household Level Questionnaire
2. PACRO Bulk Filer Questionnaire
3. PACRO Firm Level Questionnaire
4. Customs Accredited Client Questions

Data Collection

Data Collection Dates

Start	End	Cycle
2009	2010	N/A

Data Collection Notes

Data collection methodologies included key informant interviews, document review, and small-scale survey work.

Questionnaires

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Data Collectors

Name	Abbreviation	Affiliation
RuralNet Associates Limited	RuralNet	

Data Processing

No content available

Data Appraisal

No content available